



POSITION TITLE: AmeriCorps Veterans 2-1-1 Corps
REPORTS TO (DAILY): AmeriCorps Site Supervisor
REPORTS TO (OVERALL): MAUW AmeriCorps Program Director

GENERAL DESCRIPTION:

The AmeriCorps Veterans 2-1-1 Corps member will serve as an integral part of the Michigan 211/Community Based Organization/Veteran Serving Organization (MI 211/CBO/VSO) team to provide individualized outreach, assistance and follow up with the goal of increasing access to health, human and other community-based services for veterans and military service families. This AmeriCorps Veterans 2-1-1 Corps member will provide an added service to MI 211/CBO/VSOs by locating and adding partner resources to the MI 211 database, if needed, in order to assure that they provide these individualized services. This member will also provide the most up-to-date resources for staff of their host site and partner organizations on working in collaborative MI 211/CBO/VSO teams.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Follow up on referral of individual services for veterans and their families (provide initial assessment meeting if necessary).
- Outreach to CBO/VSOs regarding services to veterans and their families, if needed.
- Follow up with clients regarding their use of referred services and progression to their goals; document progress.
- Attend training events, learn and explore in order to promote the mission and objectives of the program.
- Collaborate with various state and local organizations to build awareness of this support service for veterans and their families.

ESSENTIAL DUTIES & RESPONSIBILITIES (continued):

- Attend all AmeriCorps and program specific training programs, conference calls, webinars, and other meetings as scheduled.
- Attend and participate in National Days of Service (Martin Luther King, Jr. Day and 9/11 Day of Service and Remembrance).
- Accurately provide necessary information as required to track achievement of goals.
- Positively represent the local host site, United Way, MAUW, and AmeriCorps as a citizen acting to resolve state-wide barriers to access of service for veterans and their families.
- When requested, represent the agency in meetings, workshops, committees and conferences. Collaborate with other I&R Associates and community agency staff on projects and special assignments.

- Respond appropriately to the cultural, ethnic, religious and personal differences present among the service population. Must also react calmly, appropriately, and accurately in a crisis situation.
- Protect consumer and client confidentiality by discussing all concerns and reactions only with designated Host Site/United Way/Community Partner team members, and within the physical confines of our offices, unless otherwise approved by the consumer, agency or defined by State and Federal Laws.

PERFORMANCE REQUIREMENTS:

- Ability to create individual rapport with clients
- Oral and written communication skills at a level typically acquired through completion of a high school diploma; an equivalent combination of education and experience will be considered.
- Knowledge of the Michigan health and human services infrastructure and public coverage programs.
- Ability to effectively develop and nurture relationships with a diverse group of stakeholders.
- Ability to serve independently and coordinate multiple tasks.
- Ability to incorporate strategic direction from program management and best practices from other stakeholders.
- Ability to enthusiastically communicate with community partners and clients.
- Ability to serve non-traditional hours including evenings and weekends when necessary to best reach population.
- Strong computer skills with proficiencies in Outlook, Word, PowerPoint, Excel, internet-based applications and the Microsoft operating system.

MINIMUM QUALIFICATIONS:

- 18 years of age or older.
- Able to complete a one-year National Service term. *(Average full-time commitment requires a minimum of 1720 hours; approximately 33 hours/week)*
- Able to travel with use of a personal vehicle including, but limited to, travel around host site locations and to Lansing and other areas of the state for trainings.
- Ability to read and interpret documents.
- Ability to write routine reports and correspondence.
- Ability, to speak effectively before groups and actively engage the general public in outreach situations.
- Ability to interact respectfully with diverse cultural and socio-economic Populations.

PERSONAL AND PROFESSIONAL DEVELOPMENT:

- Attend agency in-services and other ongoing training opportunities.

- Participate in relevant training events or seminars to more effectively refer individuals for services.

SKILLS:

Must have an excellent verbal communication and active listening skills. Must be able to make accurate assessments from sensitive information provided by those seeking assistance. Must be able to work independently. Good computer skills are required. Requires ability to type proficiently, use of Microsoft office software, and have basic knowledge of social service system, governmental bodies and geography of the regional service area. Must be able to perform searches and enter data while talking with the individual. Spanish language skills and knowledge of veteran benefits would be a definite plus.

REASONING:

Ability to define problems, to collect data, to establish facts and draw valid conclusions. Ability to think analytically, to solve practical problems and deal with a variety of concrete variables in situations where limited standardization exists.

TYPICAL SERVICE CONDITIONS:

Service is partially performed (70%) in normal, office environment. A portion of service time (30%) will be spent performing in-field meetings and one-on-one assistance. Duties will require travel throughout the state of Michigan. Travel expenses will be reimbursed.

TYPICAL PHYSICAL DEMANDS:

This position requires prolonged sitting, some bending, stooping and stretching. It requires eye-hand coordination, and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. It also requires a normal range of hearing and eyesight to record, prepare, and communicate appropriate reports. In addition, this position requires travel between sites and the ability to interact with others in both small and large group settings. At times, this position may include periods of extended physical activity, such as walking/standing at community events and/or moving and distributing educational materials.

OTHER SKILLS & ABILITIES:

Desire to serve as part of a team. Flexibility and willingness to change. Attention to detail. Excellent interviewing and active listening skills. Objectivity and non-judgmental attitude. Respectful of worldviews that differ from one's own. Ability to communicate and interact with individuals from diverse educational, socioeconomic and cultural backgrounds. Able to travel extensively with use of a personal vehicle. Knowledge and understanding of Veteran benefits.

SCHEDULE/COMPENSATION:

This position is a one-year commitment to serve with AmeriCorps. Selected applicants will complete a minimum of 1720 hours of service (average of 33 hours per week) beginning as early as November 2015. AmeriCorps members receive a living stipend of \$12,530.00, a \$5,730 Educational Award upon completion of their term of service and basic health insurance coverage.

Please apply with cover letter and resume by: Friday, February 12th, 2016

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